

**AMENDMENTS TO THE CLAIMS:**

This listing of claims will replace all prior versions and listings of claims in the application:

**Listing of Claims:**

1. (Currently Amended) A system for automatically and remotely assisting an elevator mechanic, comprising:
  - a planning module that automatically plans out a recommended list of tasks for the mechanic to complete during a workday;
  - an information module that automatically provides the mechanic information regarding items associated with the recommended routine;
  - a communication module that facilitates communication between the mechanic and a base location for providing the mechanic an indication of a special service request for allowing the mechanic to selectively accept an assignment of the special service request and for allowing the mechanic to communicate whether the mechanic accepts the assignment to the base location; and
  - a portable mechanic interface that is operative to allow the mechanic to remotely access information from or provide information to the planning, information and communication modules, respectively.
2. (Original) The system of claim 1, including a tracking device that automatically provides information regarding a location of the mechanic and wherein the planning module uses the location information.

3. (Original) The system of claim 2, wherein the tracking device is associated with the portable interface.
4. (Original) The system of claim 2, including a status module that maintains information regarding a status of a task, the status module periodically updating the status of a task responsive to information from the tracking device.
5. (Original) The system of claim 1, wherein the planning module provides information to the mechanic regarding a plurality of tasks to be performed, a recommended order in which to perform the tasks and information regarding a location where each task is to be performed.
6. (Original) The system of claim 5, including using location information regarding the tasks to determine the recommended order.
7. (Original) The system of claim 1, wherein the planning module is operative to provide a prioritized order of tasks to be completed during the workday.
8. (Original) The system of claim 7, wherein the planning module periodically updates the prioritized order of tasks.

9. (Currently Amended) ~~The system of claim 1, wherein~~ A system for automatically and remotely assisting an elevator mechanic, comprising:

a planning module that automatically plans out a recommended list of tasks for the mechanic to complete during a workday;

an information module that automatically provides the mechanic information regarding items associated with the recommended routine, the information module provides at least one type of information to the mechanic, the type of information being at least one of technical information regarding elevator system components, building information regarding a location of an elevator system, safety information regarding at least one procedures to be performed, data regarding a history of elevator system performance, a building entry code or troubleshooting information;

a communication module that facilitates communication between the mechanic and a base location; and

a portable mechanic interface that is operative to allow the mechanic to remotely access information from the planning, information and communication modules, respectively.

10. (Original) The system of claim 1, wherein the communication module facilitates the mechanic providing a base location with information regarding a status of a task that the mechanic is undertaking.

11. (Currently Amended) ~~The system of claim 10, wherein~~ A system for automatically and remotely assisting an elevator mechanic, comprising:

a planning module that automatically plans out a recommended list of tasks for the mechanic to complete during a workday;

an information module that automatically provides the mechanic information regarding items associated with the recommended routine;

a communication module that facilitates communication between the mechanic and a base location, the communication module facilitates the mechanic providing information to the base location regarding at least one of a completion of a task, a description of work performed by the mechanic in completing a task, a requests for at least one components, a request for at least one component needed to complete a task, and at least one opportunities opportunity for further work to be performed at a selected location; and

a portable mechanic interface that is operative to allow the mechanic to remotely access information from or provide information to at least one of the planning, information and communication modules.

12. (Currently Amended) ~~The system of claim 10, wherein~~ A system for automatically and remotely assisting an elevator mechanic, comprising:

a planning module that automatically plans out a recommended list of tasks for the mechanic to complete during a workday;

an information module that automatically provides the mechanic information regarding items associated with the recommended routine;

\_\_\_\_\_ a communication module that facilitates communication between the mechanic and a base location, the communication module automatically generates billing information regarding a task completed by the mechanic; and

\_\_\_\_\_ a portable mechanic interface that is operative to allow the mechanic to remotely access information from or provide information to at least one of the planning, information and communication modules.

13. (Currently Amended) A method of automatically and remotely assisting an elevator mechanic, comprising the steps of:

(A) automatically planning out a recommended list of tasks for the mechanic to complete during a workday including selectively providing the mechanic an indication of a special service request;

(B) automatically providing the mechanic information regarding items associated with the recommended routine responsive to an inquiry from the mechanic; and

(C) facilitating remote communication between the mechanic and a base location whereby the mechanic is able to access information regarding the recommended list of step (A) and the information of step (B); and

(D) determining whether the mechanic accepts an assignment of the special service request.

14. (Original) The method of claim 13, including determining a location of the mechanic and wherein step (A) includes using information regarding the determined location.

15. (Original) The method of claim 14, including maintaining status information regarding a status of a task and periodically updating the status of a task using the determined location.

16. (Original) The method of claim 13, including assigning a priority level to the tasks of step (A) and automatically periodically updating the priority level.

17. (Currently Amended) ~~The method of claim 13, wherein step (B) includes providing at least one type of information to the mechanic~~ A method of automatically and remotely assisting an elevator mechanic, comprising the steps of:

(A) automatically planning out a recommended list of tasks for the mechanic to complete during a workday;

(B) automatically providing the mechanic information regarding items associated with the recommended routine responsive to an inquiry from the mechanic, the type of information being at least one of technical information regarding elevator system components, building information regarding a location of an elevator system, safety information regarding procedures to be performed, data regarding a history of elevator system performance, a building entry code or troubleshooting information; and

(C) facilitating remote communication between the mechanic and a base location whereby the mechanic is able to access information regarding the recommended list of step (A) and the information of step (B).

18. (Original) The method of claim 13, including automatically processing information from the mechanic regarding a status of a task that the mechanic is undertaking.

19. (Currently Amended) ~~The method of claim 18, including~~ A method of automatically and remotely assisting an elevator mechanic, comprising the steps of:



(A) automatically planning out a recommended list of tasks for the mechanic to complete during a workday;

(B) automatically providing the mechanic information regarding items associated with the recommended routine responsive to an inquiry from the mechanic;

(C) facilitating remote communication between the mechanic and a base location whereby the mechanic is able to access information regarding the recommended list of step (A) and the information of step (B); and

(D) processing information regarding at least one of a completion of a task, a description of work performed by the mechanic in completing a task, a requests for at least one components, a request for at least one component needed to complete a task, and at least one opportunities-opportunity for further work to be performed at a selected location.

20. (Currently Amended) The method of claim 13, including A method of automatically and remotely assisting an elevator mechanic, comprising the steps of:

(A) automatically planning out a recommended list of tasks for the mechanic to complete during a workday;

(B) automatically providing the mechanic information regarding items associated with the recommended routine responsive to an inquiry from the mechanic;

(C) facilitating remote communication between the mechanic and a base location whereby the mechanic is able to access information regarding the recommended list of step (A) and the information of step (B); and

\_\_\_\_\_(D)\_\_\_\_ automatically generating billing information regarding a task completed  
by the mechanic.